200

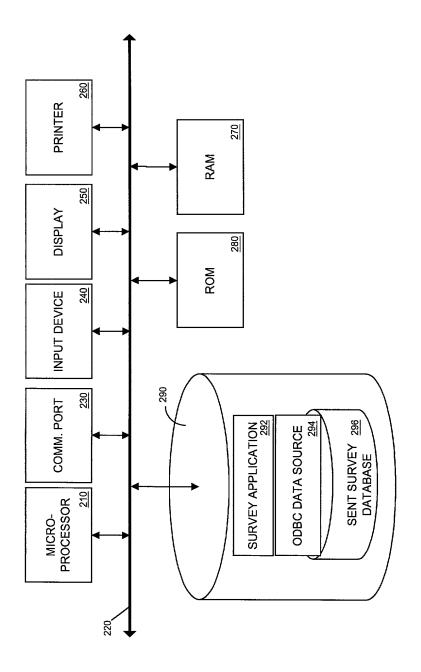


FIG. 2

300

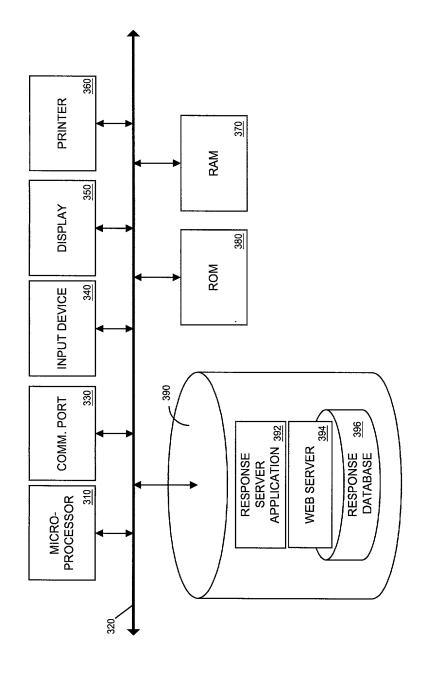


FIG. 3

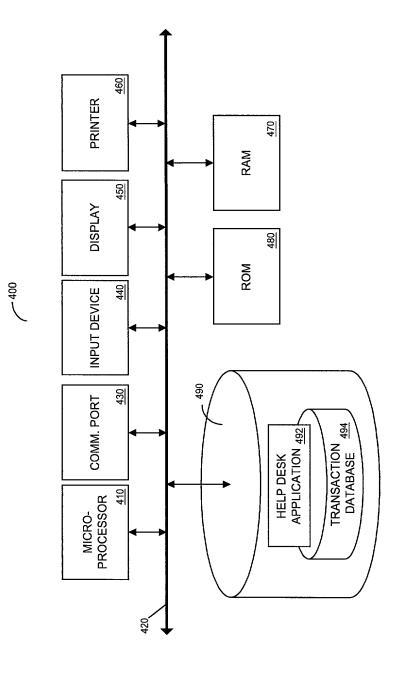


FIG. 4

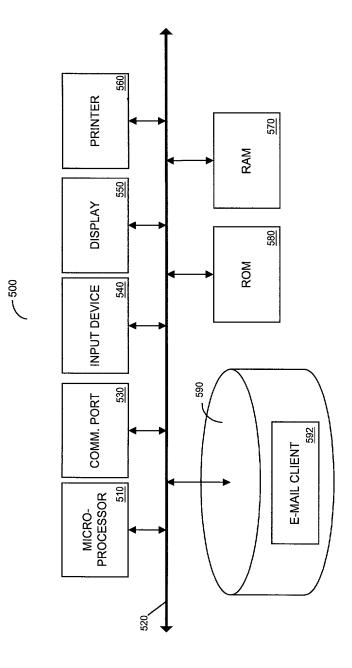


FIG. 5

RESPONDENT ADDRESS 601	TRANSACTION ID	TRANSACTION SERVER ID	SENT SURVEY	DATE SENT
AA@MAIL.COM	T07	HD01	SURVEY1	9/1/01
AA@MAIL.COM	T119	HD01	SURVEY1	9/17/01
AA@MAIL.COM	Т07	HD08	SURVEY5	8/16/01
BB@MYMAIL.COM	Т07	S03	SURVEY1	1/10/01
CC@POST.COM	T1473	S10	SURVEY7	7/24/01

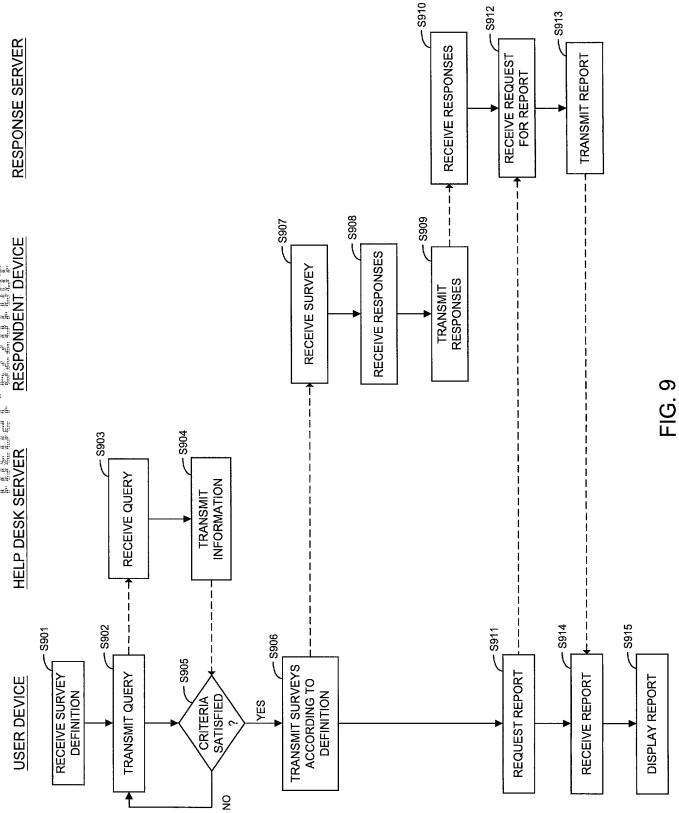
FIG. 6

			,	
COMMENTS 705	NONE	TECHNICIAN SMITH	EXCELLENT	NONE
RESPONSES 704	Q1:1; Q2:3; Q3:1; Q4:Y	Q1:Y; Q2:N; Q3:Y; Q4:Y	Q1:4; Q2:5; Q3:5	Q1:4; Q2:1; Q3:2; Q4:N; Q5:Y
SURVEY ID	SURVEY1	SURVEY5	SURVEY1	SURVEY1
TRANSACTION SERVER ID	HD01	HD08	803	HD01
TRANSACTION ID	7 01	T07	T07	T119

FIG. 7

CLIENT 806	AA@MAIL.COM	AA@MAIL.COM
CLI	AA@M	AA@M
DATE AND TIME CLOSED 805	8/18/01 19:01:08	9/2/01 9:45:42
RESOLUTION 804	REPLACED NETWORK CARD	RE-INSTALLED OPERATING
PROBLEM 803	CAN'T CONNECT TO SERVER	SYSTEM WON'T BOOT
DATA AND TIME OPENED 802	8/17/01 9:31:41	8/31/01 16:10:01
TICKET ID	Т07	T119

FIG. 8



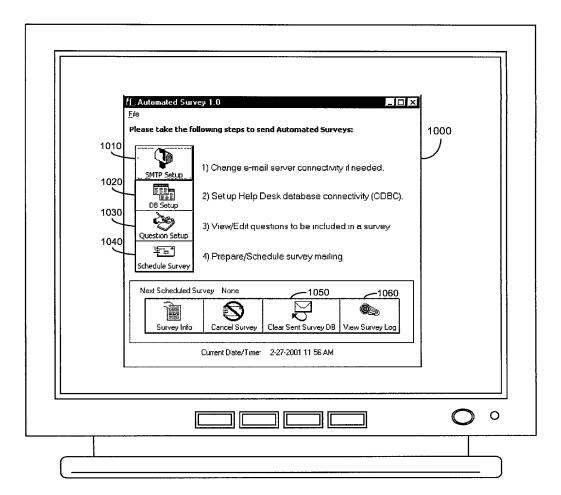


FIG. 10

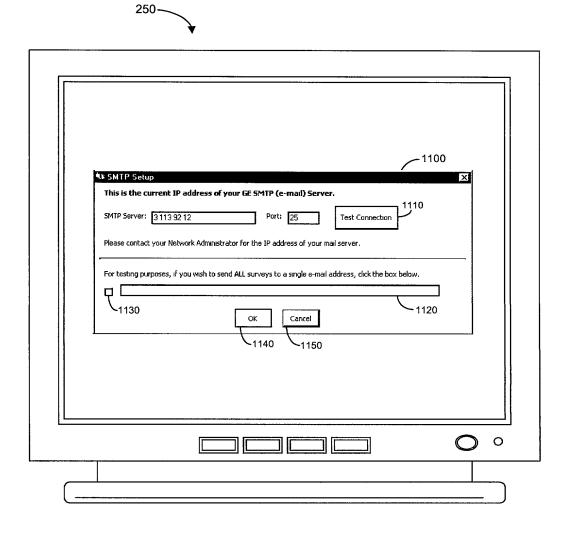
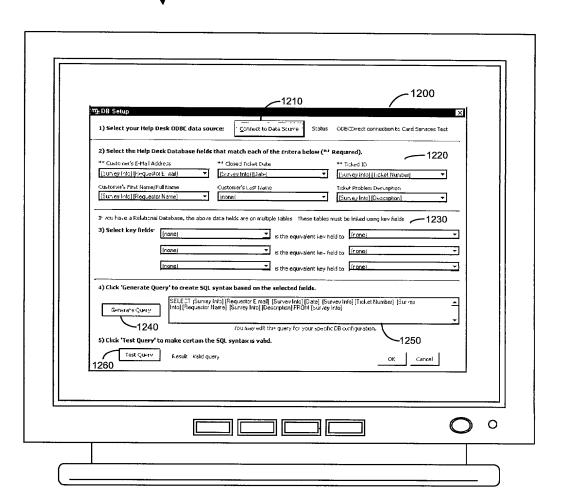


FIG. 11



250-

FIG. 12

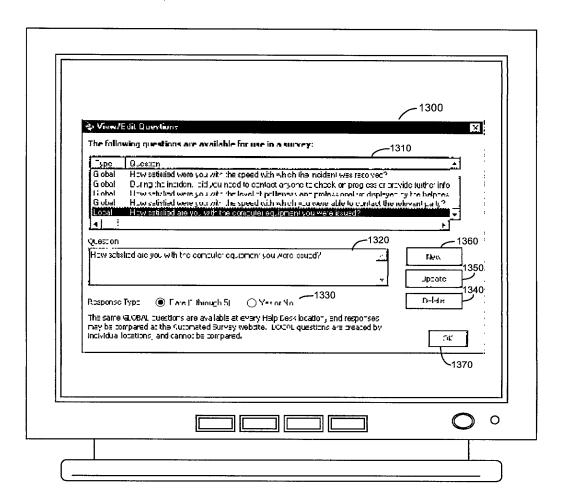
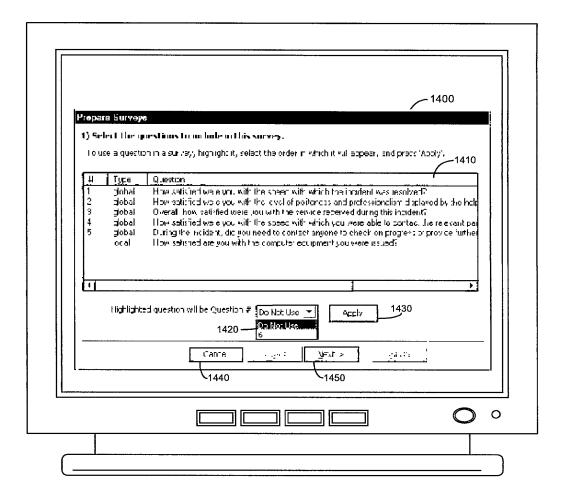


FIG. 13



250-

FIG. 14

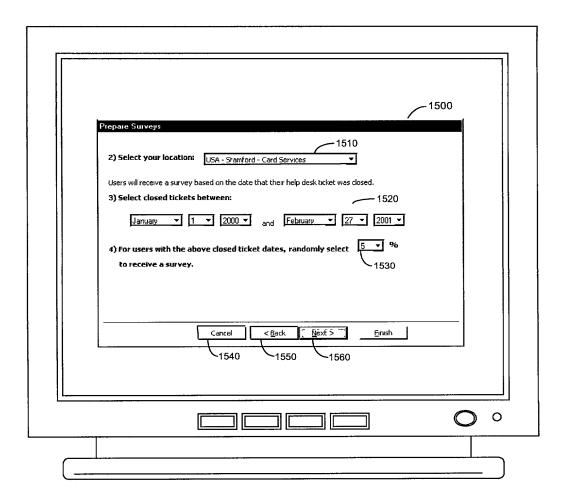


FIG. 15

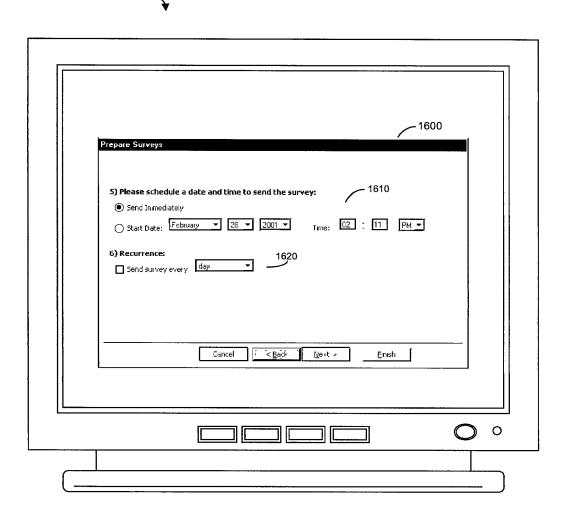


FIG. 16

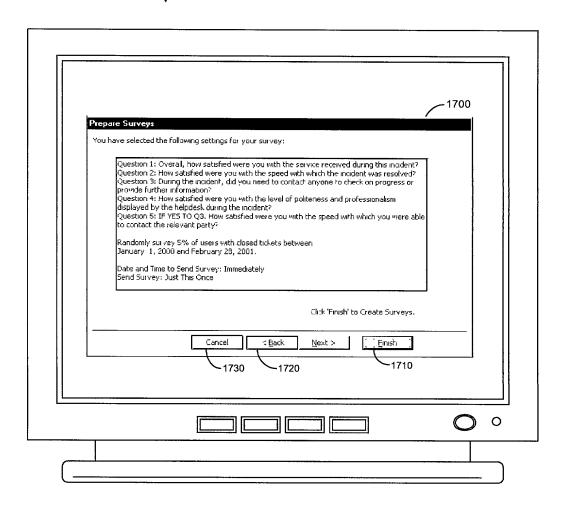


FIG. 17



	Note: Please double click on this message to open full window. Message (ITML) ■□□
	Die gak New Insert Format Iools Actions Help
ļ	Roy Coply My Rophy to All My Formand B B ▼ D × ◆ - ◆ - A D
	From. Shanabrough, £rik (CAP, 9CF, PSINet, Contractor) Sent: wed 04/04/2001 12:00 PM To. Metz, Richard (CAP, IMLP) Co-
I .	Subject. HW. Please double click on this message to open full window.
	Your feedback is important to us. Please be sure to click the SUBMIT button at the end of this survey to ensure that we receive your response.
	Namo: , Ticket ID. 1 Date Ticket Was Closed 11/00/2000
	Problem:
	1) How satisfied were you with the speed with which the incident was resolved? How acticfied were you with the level of 2) politeness and professionalism displayed by the helpdesk during the incident? 3) Overall, how satisfied were you with the speed with Which you were able to contect Play and the incident the relevant party? During the incident, did you need to contect 13 anyone to check on progress or provide further infurnaturin? Camments or Suggestions? 1820 1830 Submit

FIG. 18

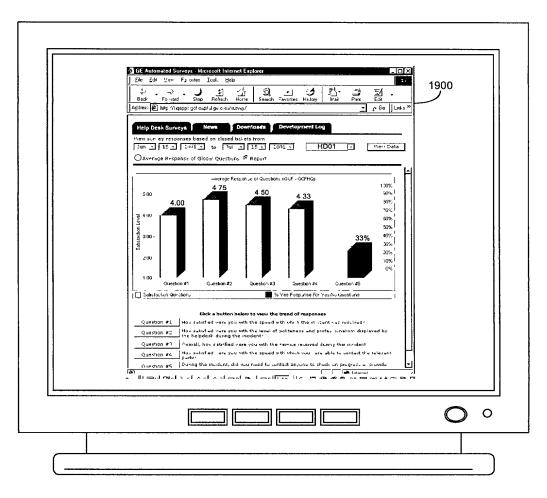


FIG. 19